

E-01345A-13-0069

ORIGINAL



0000149751

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

AZ CORP COMMISSION

Investigator: Richard Martinez

Phone:

DOCKET CONTROL Fax:

Priority: Respond Within Five Days

2013 DEC 3 AM 8 59

Opinion No. 2013 - 114035

Date: 12/2/2013

Complaint Description: 01H Billing - Smart Meter
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara

Gordon

Account Name: Barbara Gordon

Home:

Street:

Work:

City: Sedona

CBR:

State: AZ Zip: 86351

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0069

Comments: I do not want smart meters in my neighborhood. I believe the health risks and other risks are significant. What APS is doing is, in my opinion, a bit like a drug dealer. I contracted for service with APS. Now to keep that same service, without a smart meter, I am being forced to pay an outrageous fee. It is my understanding APS is demanding \$75 up front and a monthly fee that is about \$30 MORE than the actual cost of not using smart meters. Every month, from every customer who opts out! That is not reasonable. APS compares the risks of smart meters to other risks that individuals have control over such as using a microwave or cell phone. Many individuals, for health reasons, do not use microwaves or cell phones. Individuals have a reasonable choice. I do not believe that APS insisting that the smart meters are not "as bad" as other risks makes them "good." The risks are still "bad." There is no choice for service. APS has a monopoly. Now the intention is to financially coerce customers into a change that is risky. I want an affordable and reasonable choice. I am willing to pay \$1.89 per month with no upfront charge to opt out of smart meters. Please don't allow APS to force smart meters into my neighborhood. Thank you.

(Also sent this as an Inquiry to APS for their records)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12-02

Emailed Opinion to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Arizona Corporation Commission
DOCKETED

DEC 03 2013

DOCKETED BY

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